



Proposal for Janitorial Services for City Buildings



October 22nd, 2024



Tuan Pham

Maintenance and Facilities Manager

City of Westminster
8200 Westminster BLVD.
Westminster, CA 92683

Dear Tuan,

The City of Westminster brand conveys quality, and you deserve a quality vendor partner to help carry out that brand promise. As your vendor, CCS Facility Services would work extremely hard to uphold these standards.

When we were small, we were thinking big: about how to reinvent this industry and provide a higher level of professionalism and service to customers. As we've become bigger, we've been careful to think small: remaining focused on the details important to our customers.

To bring you the highest possible value, we work hard to innovate and execute at a high level of performance. To deliver the most for every penny you spend, we expect the very best from every employee in our company.

Our drive and efficiency in the right business areas create opportunity for reinvestments in other critical areas, including a team of specialized supervisory and customer support roles much broader than our competitors. Other reinvestments include industry-leading job site and business technologies. These investments in leadership and technology optimize the overall impact of your investment in CCS as Westminster's janitorial vendor.

The last few years have been a time of tremendous change, placing a more intense focus on providing healthy workplaces and buildings to the people you serve. CCS Facility Services never slows down in our learning and training on how to deliver the highest quality clean to our customers.

With more than 35 years of expertise and experience, every member of the CCS Facility Services team is committed to delivering the results and confidence Westminster expects. We work hard to be the very best, with service and value that stands above the competition. We look forward to developing a long, productive relationship with you and your team. Thank you for the opportunity.

Sincerely,

A handwritten signature in blue ink, appearing to read 'Cameron Hill', is written over a light blue circular background.



Custom Solutions

City of Westminster



5.1 Minimum Qualifications

CCS Facility Services is currently servicing multiple City-Wide janitorial programs in Southern California. Below you will see reference to the City of Rancho Cucamonga and others that have City owned buildings in excess of 90,000 square feet that we currently clean on a daily basis.



City of Rancho Cucamonga

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Superintendent
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(909) 532.1683



Santa Clara Water District

Zachary Devine
Supervising Administrator
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(408) 630.2495



City of Chino

Martin Soto
Facilities Maintenance Supervisor
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(909) 536.8769



5.2.1 Company Description

About CCS Facility Services

More than 35 years ago, a small team of service-directed individuals believed they could bring a new level of professionalism and quality to commercial janitorial service. Today, CCS Facility Services is an integrated facility services company delivering expert janitorial and building engineering services in 12 branches across eight states in the Western and Midwestern United States.

We are the first company in the world to earn **GBAC STAR Service™** accreditation, indicating our sustainable biohazard response program validated by the global expert, and we are proud to have achieved **CIMS-GB certification with Honors** multiple times, which is the gold standard in evaluation of the cleaning industry.

CCS is guided by an intrinsic desire to deliver clean and healthy workplaces for our customers and to provide opportunities for growth and professional advancement for our teammates. **We are a company built to serve.**

Core Competencies

Janitorial Service: Custom staffing solutions based on individual property needs

Facility Engineering: Preventative and deferred maintenance; CMMS; work order systems; construction management; budgeting and capital expense planning

Emergency Response Services: 24/7

Carpet & Flooring: More than 250 years of combined expertise for routine and emergency floor care

Infection Prevention & Response: Investment in training and protocols to clean for health against any infectious disease, validated the global expert



Differentiators

- Investment in technology to keep track of staffing, jobs, work tickets, production, timekeeping, inventory management, and more
- The “CCS Communication Engine” – 24/7 hardwired communications process with day and night communications positions ensuring nothing falls through the cracks
- Investment in our people: more than 80% of promotions each year are from within our ranks
- Commitment to sustainability and wellness practices: green chemicals, ergonomic and environmentally friendly equipment, LEED-AP and LEED Green Associates on staff
- Robust training and supervisory structure: in-branch, site-specific, and oversight delivering real-time training
- Multi-tiered quality assurance protocols and processes



Past Performance

95% customer retention rate year over year

80% of customers indicated **extremely likely** or **very likely** to recommend CCS' services

90% of employees reported a likelihood to recommend CCS Facility Services as a great place to work

Less than 1/3 turnover rate than the janitorial industry

UIED

GQJQZ9MJVEG6

DUNS

009122248

NAICS Code

561720 – Janitorial Services



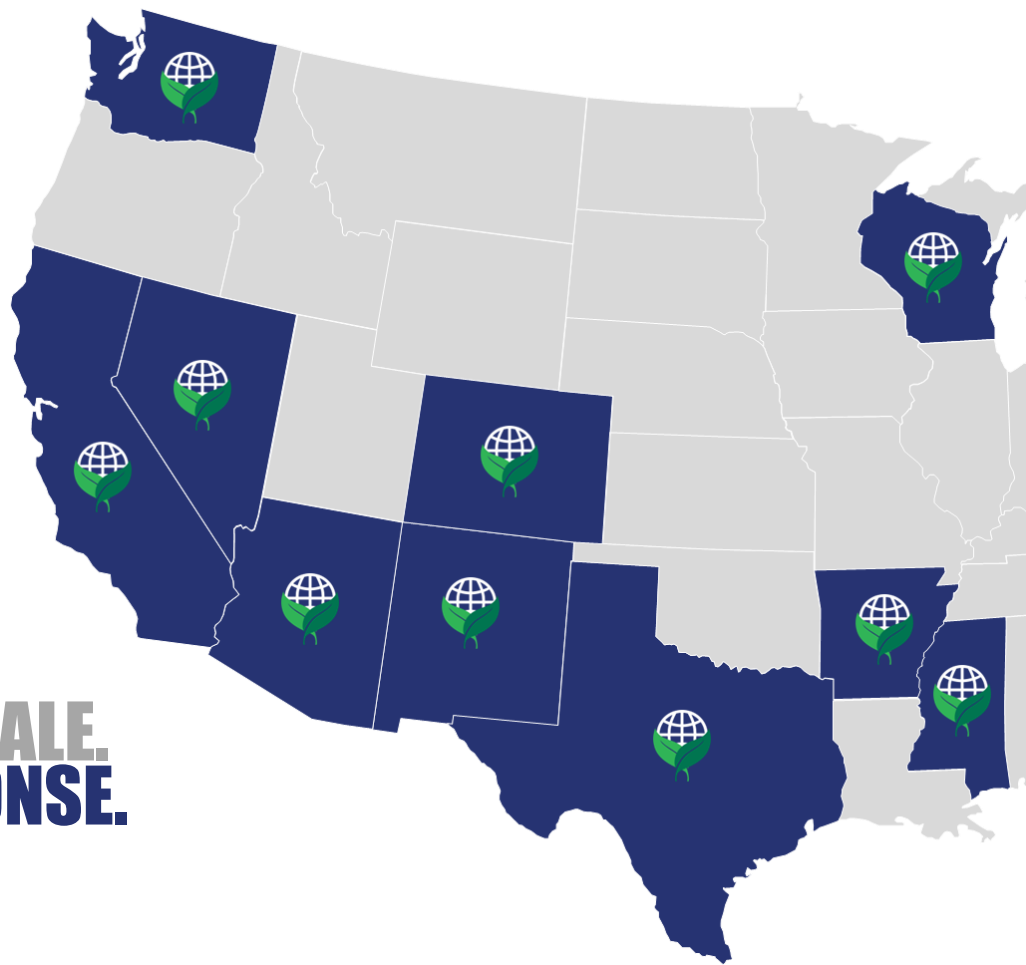
5.2.3 Number of Employees

CCS Facility Services employs thousands of people across the country, which ensures that our team has the bandwidth and reliability needed to scale and cover **every assignment, every day**.

We enjoy significant market positions in major markets across eight states. Our team of more than 5,000 field staff are led by a management ownership group with a proven operational background in the commercial janitorial industry.

CCS Facility Services has a professional team of local managers serving our customers in the following states:

- Albuquerque, NM
- Denver, CO
- Fresno, CA
- Houston, TX
- Inland Empire, CA
- Las Vegas, NV
- Little Rock, AR
- Los Angeles, CA
- Milwaukee, WI
- Northeastern MS
- Orange County, CA
- Phoenix, AZ
- San Diego, CA
- San Jose, CA
- Seattle, WA



**NATIONAL SCALE.
LOCAL RESPONSE.**



5.2.4 Financial Capabilities

CCS Facility Services is a privately held corporation, and as such, we would like to keep our financial information as confidential as possible. CCS Facility Services has a long-standing history as a very stable and financially healthy company that is well capitalized and continuously invests in our employees, equipment, technology, and infrastructure. With an average 97% customer retention rate, CCS enjoys a very stable business base and continues to grow organically year after year.

We would not need to borrow or bring in any financial partners to finance the equipment and have the working capital necessary to perform this contract. We utilize our resources to:

- Provide the newest and most effective equipment upon contract starts
- Perform necessary maintenance to capital equipment or replace once the useful life is met
- Create incentive bonus programs for supervisors and managers to promote safety, quality, and proactive communication
- Provide support to our in-building teams in the form of training programs, new uniforms, proper protective equipment, and educational resources

CCS Facility Services has never filed for bankruptcy and does not foresee any legal or financial circumstances that would affect our performance within your facilities. A letter from an independent auditor assuring our financial stability can be provided upon request.

Below is an estimate of our sales for the last three (3) years:

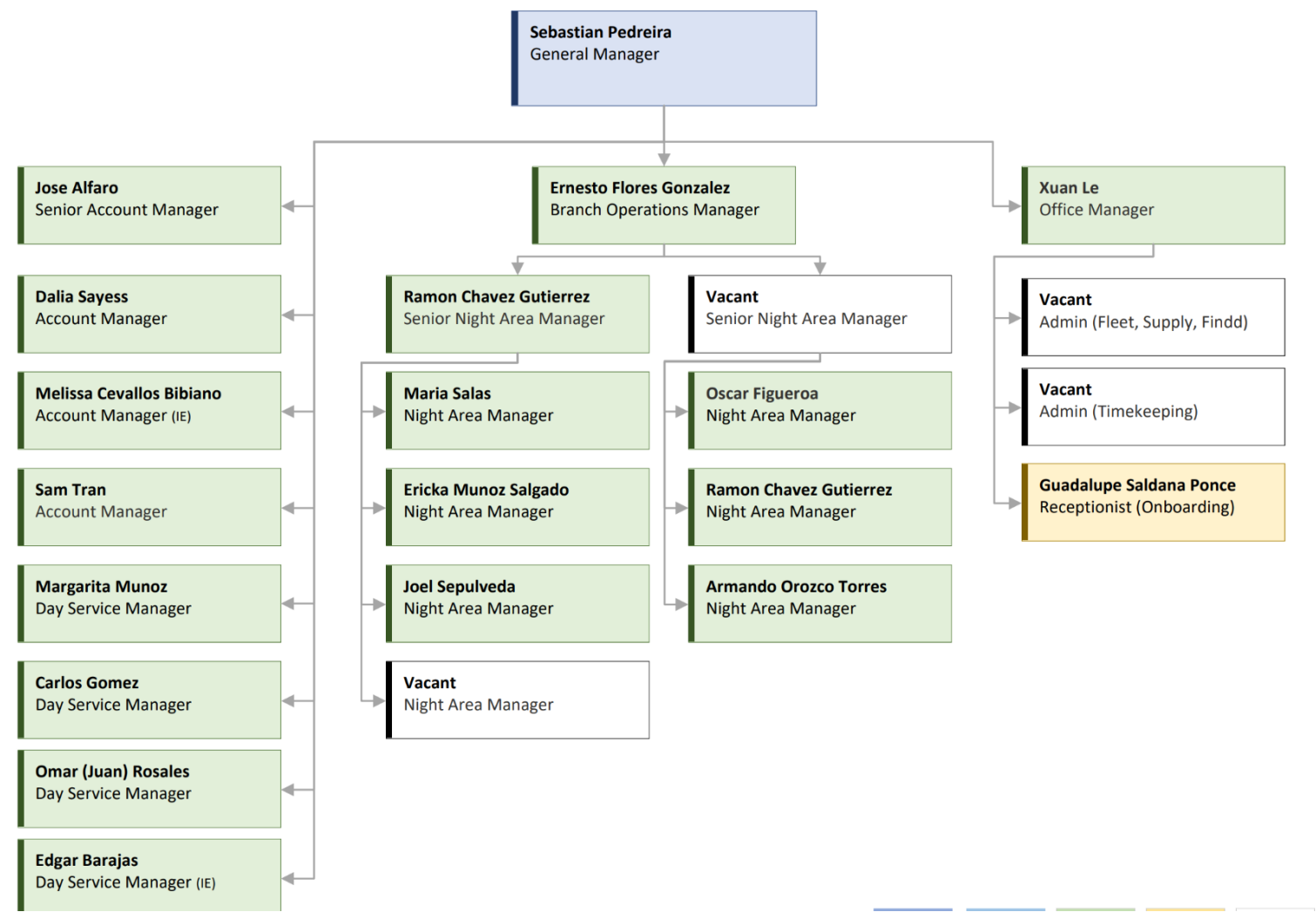
Estimated Sales (in millions):

2021:	\$174
2022:	\$217
2023:	\$240



5.4 Organization Structure

CA - Orange County





5.4 Technology Resources

CCS Facility Services engages in technology solutions and partnerships that will deliver added value to our customers and help us deliver services more efficiently. From Lighthouse for inspections to eHub, our employee portal, to findd, our geo-targeted clock in system, our programs work together to create a seamless experience for our staff and branch operators – **all in service of delivering an exemplary customer experience.**





5.4 Ensuring Work Completion

CCS Facility Services believes that the true difference in the janitorial industry is in the management and supervision of the work process.

Supervision comes down to **both day and night leads** validating that the scope of work is being followed and inspecting the work being done every day and every night. When missteps occur, our supervisors provide training and course correction in real time. To avoid this happening repeatedly, field staff are re-trained by CCS management. However, if needed in more severe cases, the person is replaced at the job site.

Additionally, with multiple levels of management placing eyes on service, we set the bar high and challenge the team to execute and enjoy high performance. CCS aspires to uphold the highest level of service for every single customer.

Importantly, we celebrate success and regularly deliver recognition to staff for service excellence.

We truly believe that our company is unique in the industry, **and we are recognized for how our supervisory structure delivers the highest quality commercial cleaning.** We re-invest heavily in our night operations to ensure we have ample resources in the evening to handle floor care, floods, carpet maintenance, special cleaning requests, and to provide the highest level of supervision and quality control.

All work performance is documented carefully to assure full compliance with the requirements of the contract. Our management team is committed to job quality and customer satisfaction.

The performance of these requests is verified by the CCS management team who confirms completion and shares any relevant details. Our Nighttime Communication Manager, as part of the role's nightly duties, generates a report for our Account Managers to review and act on early the next day before building operations begin. It is the Account Manager – the primary point of contact – that follows up with customers to report that all requests were completed.

Our deployment of supervision is generally far beyond the investment of our competitors.





5.4 Operation Controls

Formal Business Reviews are used to keep customers and CCS aligned on past performance, current status, and upcoming matters critical to the partnership. These session agendas are designed collaboratively with customers based on confirmed interest in a formal review program.

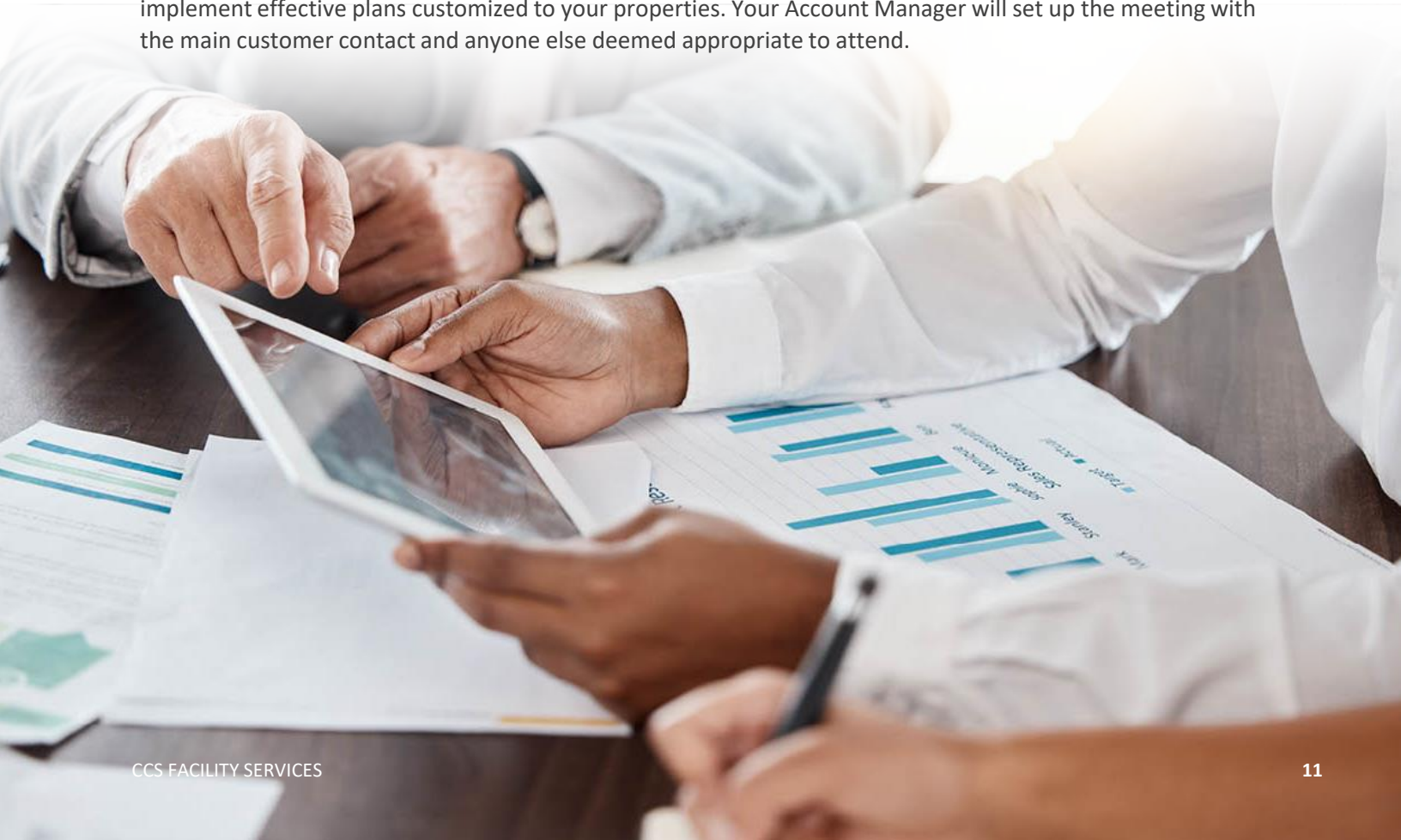
A sample agenda could include:

- Review past performance: KPIs/quality metrics
- Recent CCS investments in innovations
- New employee training
- New accreditations earned or renewed
- Forthcoming needs, events, surveys, special projects, etc. for which you'll need CCS' help or additional support
- Commendation opportunities for our staff, which could result in an on-site CCS employee recognition event with you and your team

Regarding past performance, the reviews typically cover key performance indicators such as training, safety records, inspection results, financials, service statistics, survey results, etc.

The results of investing time in these Formal Business Reviews are often substantial, improving communication between the parties, alignment of the partnership, and overall service levels and value.

CCS highly recommends these reviews, often scheduled quarterly, and will work with you to develop and implement effective plans customized to your properties. Your Account Manager will set up the meeting with the main customer contact and anyone else deemed appropriate to attend.



5.4 Equipment

Our team needs the right tools to provide the best cleaning for our customers. For CCS, that means a commitment to investing in the best equipment that delivers not only an exemplary clean but also minimizes impact on the environment and protects our employees' physical health.

Getting leading edge equipment minimizes risk. Dust and particles in air can have direct short- and long- term impacts on the health and productivity of people inside a building. That's why CCS uses the highest quality equipment that meet or exceed LEED and Carpet and Rug Institute (CRI) requirements.



CRI Green Label Vacuums effectively pick up dirt and contain it within the vacuum instead of redistributing it in the air with vacuum exhaust. These vacuums are cordless and able to be worn as backpacks, allowing for less strain on the back, shoulders, and neck.



Battery-Powered Scrubbers provide the ease of a mop but deliver the clean of a walk-behind floor scrubber. This tool increased productivity and reduces the risk of slip and fall injuries.



Ride-On Auto Scrubbers deliver a higher rate of productivity and allow for 360-degree visibility by the rider and provide 100% water pick up for safe, dry floors.



Wet Vacuums are an essential part of our supplies. Rubber padding is included to protect walls, baseboard, and furniture from damage. Our vacuums meet CRI requirements to best serve our employees and customers.



High Speed Floor Burnishers polish floors to return them to their original high shine. This piece of equipment reduces operator fatigue with its extremely low vibration and ease of transport. It works expertly on uneven floors, increasing efficiency and productivity among workers.



Swing Machines are used to polish, scrub, and strip floors at adjustable speeds depending on the operation. Its simplified design helps reduce maintenance costs and increase efficiency.

5.4 Equipment Management

Our approach to **managing janitorial equipment** to maximize efficiency and reduce waste involves a well-organized, systematic process that ensures all necessary tools are available and maintained.

Part of the **quality assurance process performed by our supervisors** is to ensure that the janitorial closet is properly stocked with the right – and right amount – of supplies. Supervisors and managers are in **regular contact** with staff ensuring they have what they need during all shifts.

We utilize janitorial carts and mop buckets stocked with all necessary cleaning agents, microfiber cloths, and other supplies needed to tackle a variety of tasks all around the facility throughout the day.

Safety and waste management are also critical components of our equipment management strategy. We bring wet floor signs to ensure that any mopping or spill cleanup is clearly marked, reducing the risk of slips and falls. Brutes, or heavy-duty trash barrels, are used for collecting and transporting waste efficiently. These are complemented by smaller trash barrels strategically placed around the facility to ensure waste is managed promptly and effectively.

Not only do we use high-end, quality products, but **we regularly maintain all equipment according to manufacturer instructions**. All equipment records are documented in our operating software, available on all CCS mobile devices, so we can see, at a glance, when equipment is due for service. This not only ensures reliability that our team has what they need but also reduces waste.





THE CCS FACILITY SERVICES DIFFERENCE

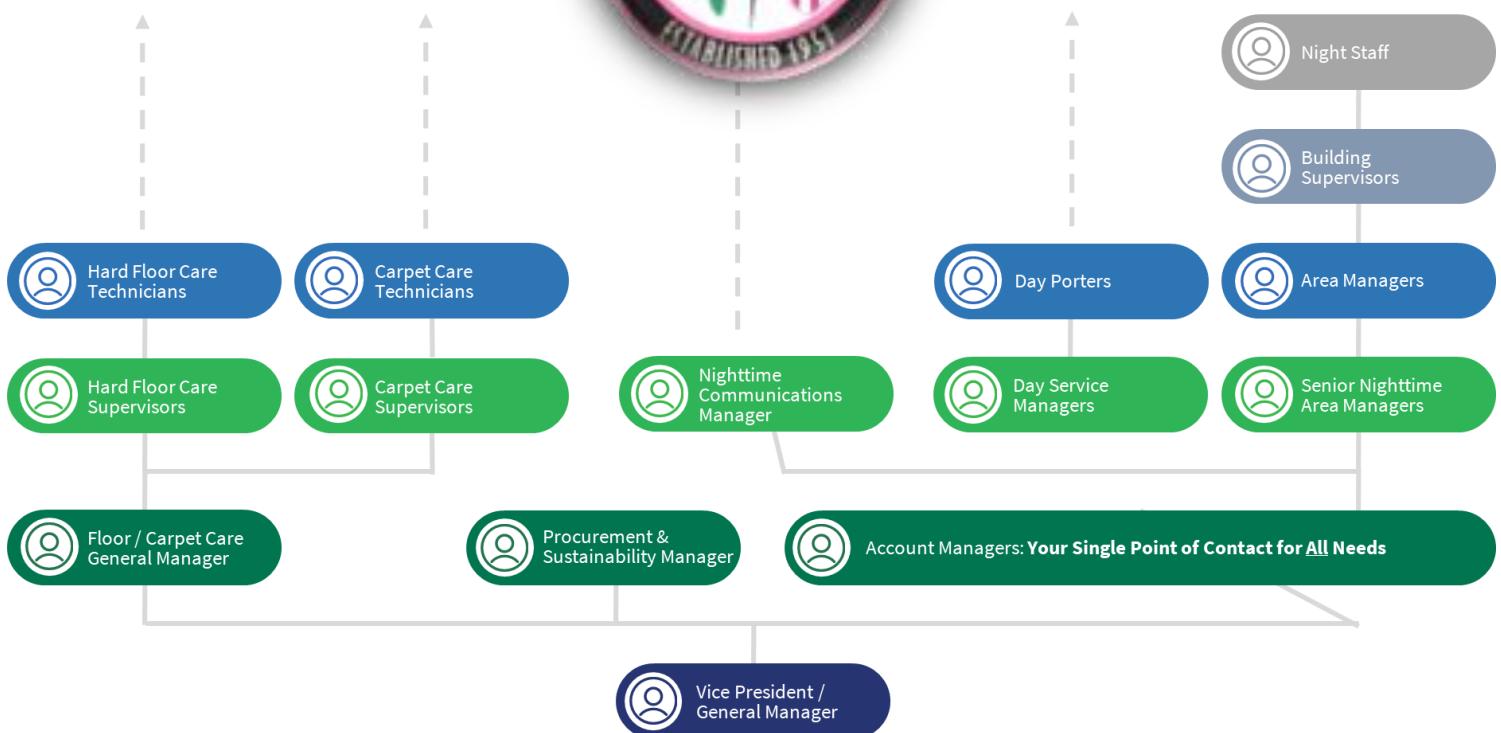
5.4 Quality Control

When it's time to work, your CCS team is **on-the-job and ready to go**. Our supervisors are in the field during all shifts, providing quality assurance and job-specific feedback.

Our hardwired QA protocol includes:

- Creating checklists, from room-specific protocols to preparing for an inspection or survey
- Add response options, such as pass/fail or a rating scale
- Define quality standards for each item
- Collect responses through web or mobile apps
- See results instantly and resolve deficiencies
- Share results with employees
- Use reporting tools to analyze trends

**ACCOUNTABILITY
IS A CCS CORE
VALUE**





5.4 Personnel

In the event of open positions, CCS Facility Services has a **stable resource of staff we can deploy for service at your facility**. This “floater pool” consists of employees who can be deployed to job sites on an as-needed basis during both day and evening hours due to employee illnesses, worker shortages, or when extra staffing is needed to maintain exceptional service levels. This team allows us to perform assigned responsibilities efficiently to ensure continuity at customer sites.

In practice, employees are trained to call in to their supervisor or a provided Human Resources line to communicate their need to miss a shift. In cases where an employee may miss a shift unannounced, particularly where a supervisor may not be on-site to immediately recognize the absence, our electronic timekeeping system alerts designated managers of the absence after a scheduled employee has not punched in within 10 minutes of start of shift. In such cases where a shift is confirmed as unfilled by the scheduled employee, CCS dispatches a floater to cover the work.





5.5 Experience and Expertise



CITY OF FULLERTON

Bill Roseberry

Facilities and Sewer Divisions Manager
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(714) 738-6373
billr@cityoffullerton.com

CCS Facility Services has been providing a full janitorial scope for the City of Fullerton since November 1, 2014. City wide including City Hall, police stations, libraries, Community centers, and senior citizen centers. Day porters, night clean, full periodic schedule including strip and wax, carpet shampoo, burnishing, interior/exterior window and power washing.



CITY OF MODESTO

Patrick Crowley

Facility Manager
1010 10th St., Modesto, CA 95354
(209) 342-2274
pcrowley@modestogov.com

CCS Facility Services has been providing a full janitorial scope for the City of Modest since January 2021. City wide including City Hall, police stations, libraries, Community centers, and senior citizen centers. Day porters, night clean, full periodic schedule including strip and wax, carpet shampoo, burnishing, interior/exterior window and power washing.



10.1 Services

1. Overview of Services

- **Objectives:** Provide a clean, safe, and well-maintained environment by adhering to the specifications outlined in the RFP.
- **Frequency of Service:** Detail daily, weekly, and monthly tasks, including any special services.

2. Detailed Task Breakdown

- **Daily Cleaning Tasks:**
 - Restroom sanitation: Cleaning and disinfecting sinks, toilets, and high-touch areas.
 - Floor care: Sweeping, mopping, and vacuuming all designated areas.
 - Trash removal: Emptying bins and replacing liners.
 - Surface cleaning: Wiping down desks, counters, and other surfaces.
- **Weekly Cleaning Tasks:**
 - Deep cleaning of restrooms, including fixtures and floors.
 - Dusting of all surfaces, including light fixtures and baseboards.
 - Cleaning windows and mirrors.
- **Monthly Cleaning Tasks:**
 - High dusting of ceilings and vents.
 - Carpet deep cleaning and upholstery care.
 - Stripping and waxing of hard floor surfaces.

3. Staffing and Training

- **Staffing Plan:** Outline the number of staff assigned, their roles, and the shifts.
- **Training:** Describe the training programs in place for safety, equipment use, and adherence to cleanliness standards.

4. Quality Control Measures

- **Inspections:** Regular inspections by supervisory staff to ensure compliance with standards.
- **Feedback Mechanism:** Establish a system for receiving and addressing feedback from facility users.

5. Equipment and Supplies

- **Inventory List:** Provide a list of cleaning equipment and supplies, ensuring they meet safety and environmental standards.
- **Sustainability Practices:** Detail eco-friendly products and practices to minimize environmental impact.

6. Communication Plan

10.1 Services Continued

- **Point of Contact:** Identify a dedicated contact person for client communication.
- **Reporting:** Regular updates on cleaning schedules, completed tasks, and any issues encountered.

7. Health and Safety Protocols

- **Safety Procedures:** Outline the procedures for handling hazardous materials and maintaining a safe work environment.
- **COVID-19 Considerations:** Include additional measures for sanitization if applicable.

8. Budget and Cost Proposal

- Provide a detailed cost breakdown for all services, including labor, materials, and any additional fees.

Conclusion

The Bidder will ensure all tasks are completed to the highest standards, addressing all specifications in the Scope of Work. Regular reviews and adjustments will be made based on feedback and performance metrics to maintain a clean and welcoming environment.



10.1 Service Requests

CCS' Technology-Enabled Communication System

CCS Facility Services knows that communication is critical to service excellence. Communication between all stakeholders, from **the City of Westminster** to everyone on your CCS team, is what sets us apart from the rest.

Communication is the key to effectively and reliably address any special needs or requests in a timely manner. We pride ourselves in providing quick completion of all requests. We have a software-based communication system that assures our nightly managers are informed of requests and building needs.

Our communications strategy is **both an art and a science**: we have a robust communications protocol with built-in, manager-directed redundancy to ensure nothing falls through the cracks as well as multiple technological tools to keep track of people and jobs.

Here's how it works:

- Building Leads, supervisors, and managers keep close tabs on work performance.
- This includes staying close with our customers to understand and address concerns and needs.
- Deficiencies are immediately corrected where possible. Where this is not possible, they are formally reported.
- Mobile communications for all managers facilitate speed and accuracy in reporting.
- All reported work items are entered into our work ticket system, overseen by our Communications Managers.
- These managers verify work completion 24/7 and generate reports for our Account Managers.
- Our Account Managers report back to you every morning to verify completion and ensure your satisfaction.

A background image showing a person's hands holding a tablet computer. The person is wearing a blue shirt and a black watch. The image is slightly blurred, focusing on the text overlay.

**TECHNOLOGY
ALLOWS FOR
SEAMLESS
HANDOFF BETWEEN
DAY AND NIGHT
CREWS**



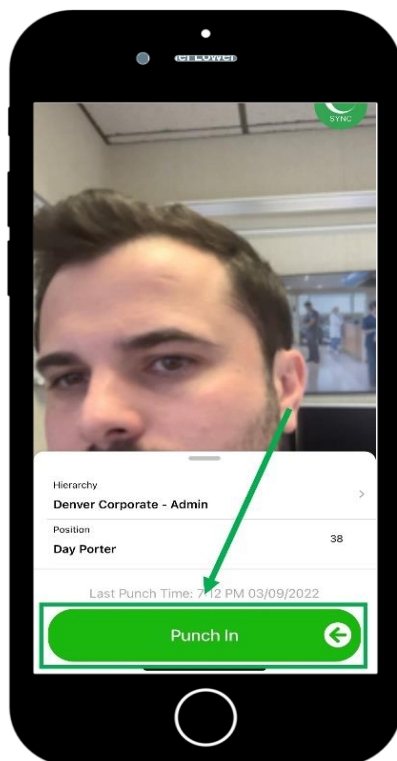
THE CCS FACILITY SERVICES DIFFERENCE

10.1 Service Request Cont.

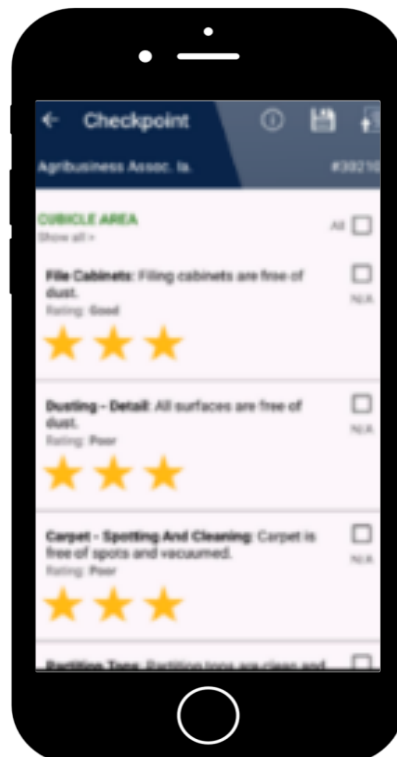
Technology & Processes to Follow Up & Follow Through

Our investment in technology helps us get the job done **to give you peace of mind:**

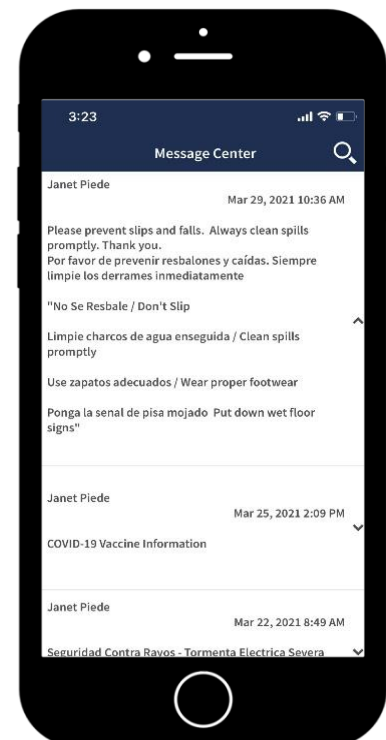
1. **Production software:** aligns and builds all scheduling, training and site-required needs
2. **Electronic timekeeping:** tracks staff clock in/clock out in real-time and course correct if needed
3. **Software-based work ticketing system:** ensures real-time ticket processing and status
4. **Mobile communications for all managers:** provides instant access to schedules, proposals, checklists, photos, and more
5. **Digital supply inventory management:** proprietary CCS app that ensures both your team and ours can track supplies in real-time
6. **Cloud-based system:** Office 365 allows CCS to pull up contracts, photos, and other customer needs on-the-spot



Electronic, Geo-targeted Timekeeping



Work Ticketing System



Employee Portal

10.2 Cleaning Products

	BioRenewables® Glass Cleaner 18	Glass & Reflective Surfaces
<p>Clean on the Go BioRenewables Glass Cleaner is a biobased product designed to clean mirrors, glass, and Plexiglas® surfaces. Use the blue microfiber cloth with Glass Cleaner #18 to reduce cross-contamination.</p> <p>EL limpiador BioRenewable Glass es un product de base biológica diseñado para limpiar espejos, vidrio y superficies Plexiglas®. Utilice el paño de microfibrá azul con el limpiador de vidrio #18 para reducir la contaminación cruzada.</p>		Blue microfiber cloth
		
	TriBase® 17	Daily Floor Cleaner
<p>TriBase Multi Purpose Cleaner is a BioRenewables product formulated to clean a multitude of soils on a variety of surfaces. TriBase Multi Purpose Cleaner is a non-VOC, less toxic, biodegradable product. This multi purpose cleaner will work on glass, mirrors, floors, walls, restroom and kitchen surfaces. Use the green microfiber cloth with Tribase #18 to reduce cross contamination.</p> <p>TriBase Multi Purpose Cleaner es un producto BioRenewable formulado para limpiar una multitud de suciedad en una variedad de superficies. TriBase Multi Purpose Cleaner es un no-VOC, producto menos tóxico, biodegradable. Este limpiador multiuso funciona en vidrio, espejos, pisos, paredes, baños y cocina superficies. Utilice el paño de microfibrá amarilla con Tribase # 17 para reducir la contaminación cruzada.</p>		Green microfiber cloth Mop bucket
		
	hdqC® 2	High Touch Surfaces
<p>hdqC 2 is a neutral pH, quaternary disinfectant cleaner formulated to kill a broad spectrum of microorganisms. Use the red microfiber cloth with hdqC #2 disinfectant to reduce cross contamination.</p> <p>hdqC 2 es un pH neutro, limpiador desinfectante cuaternario formulado para matar a un amplio espectro de microorganismos. Utilice el paño de microfibrá naranja con hdqC # 2 desinfectante para reducir la contaminación cruzada.</p>		Red microfiber cloth
		
	Clean by Peroxy® 15	All Purpose Cleaner
<p>Modern day surfactants and hydrogen peroxide blended to form an environmantally preferable all-purpose cleaner. Quickly removes everyday soils and greasy residues. Use the pink microfiber cloth with Clean by Peroxy #15 to reduce cross-contamination.</p> <p>Los surfactantes avanzados y el peroxido de hidrogeno combinados para formar un limpiador de multiuso compatible con el medio ambiente. Rapidamente quita las suciedades comunes y residuos grasosos.</p>		Pink microfiber cloth
		
	Stainless Steel Cleaner & Polish	Stainless Steel Polish
<p>Excellent for stainless steel, Formica, aluminum, copper, brass and other metals. Use the yellow microfiber cloth with stainless steel polish to reduce cross contamination.</p> <p>Excelente para acero inoxidable, formica, aluminio, cobre, latón y otros metales. Utilice el paño de microfibrá verde con esmalte de acero inoxidable para reducir la contaminación cruzada.</p>		Yellow microfiber cloth



Safety Data Sheet



Revision Date: 16-Nov-2017

1. PRODUCT AND COMPANY IDENTIFICATION

Product Identifier

Product Name: BIORENEWABLES GLASS CLEANER
Product Number: 3835 , 3835I
Recommended Use: Cleaning agent
Uses Advised Against: For Industrial and Institutional Use Only

Manufacturer/Supplier: Spartan Chemical Company, Inc.
 1110 Spartan Drive
 Maumee, Ohio 43537 USA
 800-537-8990 (Business hours)
www.spartanchemical.com

24 Hour Emergency Phone Numbers:

Medical Emergency/Information: 888-314-6171
Transportation/Spill/Leak: CHEMTREC 800-424-9300

2. HAZARDS IDENTIFICATION

GHS Classification

Serious Eye Damage/Eye Irritation: Category 2B

GHS Label Elements

Signal Word:

Warning

Symbols:

None

Hazard Statements:

Causes eye irritation.

Precautionary Statements:

Prevention:

Wash hands and any exposed skin thoroughly after handling.

Response:

-Eyes

IF IN EYES: Rinse cautiously with water for several minutes. Remove contact lenses, if present and easy to do. Continue rinsing. If eye irritation persists: Get medical attention. See Safety Data Sheet Section 4: "FIRST AID MEASURES" for additional information.

-Specific Treatment:

Storage:

Not Applicable

Disposal:

Not Applicable

Hazards Not Otherwise Classified: Not Applicable

Other Information:

- May be harmful if swallowed.
- Inhalation of vapors or mist may cause respiratory irritation.
- Keep out of reach of children.

3. COMPOSITION / INFORMATION ON INGREDIENTS

Chemical Name	CAS No	Weight-%
water	7732-18-5	60-100
alkyl polyglucoside	68515-73-1	1-5
cocamidopropyl hydroxysultaine	70851-08-0	1-5
alkyl polyglucoside	110615-47-9	1-5
fragrance	PROPRIETARY	0.1-1



Safety Data Sheet



3835 - BIORENEWABLES GLASS CLEANER

Revision Date: 16-Nov-2017

Specific chemical identity and/or exact percentage of composition has been withheld as a trade secret.

4. FIRST AID MEASURES

-Eye Contact:	Rinse cautiously with water for at least 15 minutes. Remove contact lenses, if present and easy to do. Continue rinsing. If eye irritation persists: Get medical attention.
-Skin Contact:	Wash with soap and water. If skin irritation occurs: Get medical attention.
-Inhalation:	Remove victim to fresh air and keep at rest in a position comfortable for breathing. Call a poison control center or physician if you feel unwell.
-Ingestion:	Rinse mouth. Do NOT induce vomiting. Never give anything by mouth to an unconscious person. Get medical attention if you feel unwell.
Note to Physicians:	Treat symptomatically.

5. FIRE-FIGHTING MEASURES

Suitable Extinguishing Media:	Product does not support combustion. Use extinguishing agent suitable for type of surrounding fire.
Specific Hazards Arising from the Chemical:	Dried product is capable of burning. Combustion products are toxic.
Hazardous Combustion Products:	May include Carbon monoxide Carbon dioxide and other toxic gases or vapors.
Protective Equipment and Precautions for Firefighters:	Wear MSHA/NIOSH approved self-contained breathing apparatus (SCBA) and full protective gear. Cool fire-exposed containers with water spray.

6. ACCIDENTAL RELEASE MEASURES

Personal Precautions:	Avoid contact with skin, eyes or clothing. Use personal protective equipment as required.
Environmental Precautions:	Do not rinse spill onto the ground, into storm sewers or bodies of water.
Methods for Clean-Up:	Prevent further leakage or spillage if safe to do so. Contain and collect spillage with non-combustible absorbent material, (e.g. sand, earth, diatomaceous earth, vermiculite) and place in container for disposal according to local / national regulations (see Section 13).

7. HANDLING AND STORAGE

Advice on Safe Handling:	Handle in accordance with good industrial hygiene and safety practice. Wash thoroughly after handling.
Storage Conditions:	Keep containers tightly closed in a dry, cool and well-ventilated place. Keep out of the reach of children. Keep from freezing.
Suggested Shelf Life:	Minimum of 2 years from date of manufacture.

8. EXPOSURE CONTROLS / PERSONAL PROTECTION

Occupational Exposure Limits:	None established.
Engineering Controls:	Provide good general ventilation. If work practices generate dust, fumes, gas, vapors or mists which expose workers to chemicals above the occupational exposure limits, local exhaust ventilation or other engineering controls should be considered.
Personal Protective Equipment	
Eye/Face Protection:	Not required with expected use.
Skin and Body Protection:	Not required with expected use.
Respiratory Protection:	Not required with expected use. If occupational exposure limits are exceeded or respiratory irritation occurs, use of a NIOSH/MSHA approved respirator suitable for the use-conditions and chemicals in Section 3 should be considered.
General Hygiene Considerations:	Wash hands and any exposed skin thoroughly after handling. See 29 CFR 1910.132-138 for further guidance.



Safety Data Sheet



3835 - BIORENEWABLES GLASS CLEANER

Revision Date: 16-Nov-2017

9. PHYSICAL AND CHEMICAL PROPERTIES

Appearance/Physical State:	Liquid
Color:	Blue
Odor:	Pleasant
pH:	Undiluted: 8.0-9.0 / Diluted 1:64: 7.0-8.0
Melting Point / Freezing Point:	No information available.
Boiling Point / Boiling Range:	100 °C / 212 °F
Flash Point:	> 100 °C / > 212 °F
Evaporation Rate:	< 1 (BuAc = 1)
Flammability (solid, gas)	No information available.
Upper Flammability Limit:	No information available.
Lower Flammability Limit:	No information available.
Vapor Pressure:	No information available.
Vapor Density:	No information available.
Specific Gravity:	1.017
Solubility(ies):	No information available.
Partition Coefficient:	No information available.
Autoignition Temperature:	No information available.
Decomposition Temperature:	No information available.
Viscosity:	No information available.

10. STABILITY AND REACTIVITY

Reactivity:	This material is considered to be non-reactive under normal conditions of use.
Chemical Stability:	Stable under normal conditions.
Possibility of Hazardous Reactions:	Not expected to occur with normal handling and storage.
Conditions to Avoid:	Extremes of temperature and direct sunlight.
Incompatible Materials:	Strong oxidizing agents. Strong acids.
Hazardous Decomposition Products:	May include carbon monoxide, carbon dioxide (CO ₂) and other toxic gases or vapors.

11. TOXICOLOGICAL INFORMATION

Likely Routes of Exposure:	Eyes, Skin, Ingestion, Inhalation.
Symptoms of Exposure:	
-Eye Contact:	Pain, redness and swelling of the conjunctiva.
-Skin Contact:	Drying of the skin.
-Inhalation:	Nasal discomfort and coughing.
-Ingestion:	Pain, nausea, vomiting and diarrhea.
Immediate, Delayed, Chronic Effects	
Product Information:	Data not available or insufficient for classification.

Numerical Measures of Toxicity

The following acute toxicity estimates (ATE) are calculated based on the GHS document.
Data not available or insufficient for classification.

Component Acute Toxicity Information

Chemical Name	Oral LD50	Dermal LD50	Inhalation LC50
water 7732-18-5	> 90 mL/kg (Rat)	Not Available	Not Available

Carcinogenicity: No components present at 0.1% or greater are listed as to being carcinogens by ACGIH, IARC, NTP or OSHA.

12. ECOLOGICAL INFORMATION

Ecotoxicity

Persistence and Degradability: No information available.



10.3 Project Management

CCS Facility Services has hardwired processes in place to ensure we get the job done, from the daily scope of work to unique requests from customers. Below is our documented, multi-step QA process from start to finish:

1 REQUEST FROM CUSTOMER

The customer contacts his or her CCS Account Manager to communicate request. If needed, your CCS Account Manager will visit the site to ensure full understanding of the request.

Sent: Tuesday, March 9, 2021 6:00 PM
To: Meaghan Obrien <mobrien@ccsbts.com>
Subject: Paper shredder in the Conference Room

Hello Meaghan,

Can you please have the crew clean up around the paper shredder in the management office conference room tonight? Thanks

Sincerely,

2 COLLABORATION

All work tickets are completed by 5:30pm each day and electronically sent to Night Area Managers. The CCS Account Manager meets with Night Area Managers daily to communicate work tickets and any other details.

CCS Orange County Janitorial, I  **Work Ticket 8841442**
3001 Red Hill Avenue
Building 6, Suite 220
Costa Mesa CA 926266034

Edwards - 1921 E. Alton
1921 E Alton Ave
Santa Ana CA 92705-5836

General Information:

TT Job Number: 1009532
Job Number: 10095-32
Schedule Date: 03/09/21
Billable: No
Route: Orange County
Frequency:
Section:
Requested By: Jim Rinker, Facilities Manager
Ticket Supervisor: Marcelino Cruz - OC
Task Name: Staff Notification

Work Description:

1. 2nd floor Conference Center- Copy Room #238 - Shredder machine has overflowed. Remove shredder trash from receptacle and replace liner. Detail vacuum surrounding area of paper shreds and debris.

3 WORK SCHEDULING

Night Area Managers communicate the work that needs to be completed to supervisors/leads at your building. Supervisors/leads are responsible for ensuring completion.



10.3 Project Management Cont.

4 CONFIRM WORK IS COMPLETE

Night Area Managers often visit the building in person to inspect proper completion. CCS encourages taking before and after photos of all work ticket items.



5 DOCUMENT TICKET COMPLETION

Night Area Managers send completion notes to Night Communications Manager to be logged in WinTeam work ticketing system and closed.

6 NIGHTTIME COMMUNICATIONS MANAGER REVIEW

The Night Communications Managers works from 9pm to 5am compiling completion notes from the work tickets written that day. At the end of his/her shift, an electronic communication log is compiled and emailed to all Account Managers, VPs and General Managers.

7 CONFIRM COMPLETION

Account Managers communicate completion notes and send photos to the property manager making the original request. CCS ensures communication prior to the start of each workday so that managers can close communication with tenants, if need be.

Good morning Glenn,

The crew was able to clean the paper shredder area last night. Attached for your tenant are before and after photos. We also detail vacuumed under the desks and moved the filing cabinet to be sure to get all the pieces of paper. |

When we were inspecting the suite, we also noticed that a few lights are out in the conference room. Would you like for us to replace the lightbulbs? The day porter can do this today or we can have the night crew complete tonight.

Thanks, and let us know if there is anything else that we can do for you.



10.4 Other

10.4.1 Does Bidder's company charge any additional fees?

CCS Facility Services does not charge any additional fees for services included within the scope of work provided in the RFP.

10.4.2 List the services your company will outsource.

CCS Facility Services will not be outsourcing any of the services included in the RFP.

10.4.3 List the companies Bidder will outsource to.

CCS will not be outsourcing any of the services included in the RFP.

10.4.4 Describe your company's policies for cancellations and changes and reimbursement/credits.

CCS Facility Services bills on a net 30 rate. Cancellation of any services within the 30-day cancellation timeframe will not be billed and changes to the required scope require 30 day notice from the City.



10.4.5 Injury & Illness Prevention Program

CCS Facility Services is committed to creating a workplace that is safe, healthy and injury-free. Our employees are our most valuable assets, and their safety and health is our first priority. Safety is essential to all business functions and is never compromised under any circumstance. Every employee has a responsibility to maintain a safe work environment by reporting hazards and working towards the prevention of accidents.

Every employee is crucial to the success of CCS. Safety is not a campaign or slogan - it is how we do business.

CCS makes all reasonable efforts to ensure the workplace is free of conditions which could lead to an accident or injury. We provide in-depth training, review our procedures, thoroughly investigate accidents and maintain the personal protective equipment.

Every CCS Facility Services employee can contribute to the collective safe work environment for everyone.

CCS provides the support and resources to all of our employees to reach our common goal of an injury-free workplace.



TABLE OF CONTENTS		PAGE
SAFETY POLICY STATEMENT FROM THE CEO		3
SECTION I – INTRODUCTION		
Purpose		5
Responsibilities		5
Safety Communication		7
Training		8
Hazard Identification		9
Accident Reporting & Investigation		11
SECTION II – SPECIAL PROGRAM REQUIREMENTS		
Hazard Communication		14
Medical Response, Emergency Action & Fire Prevention Plans		15
Confined Spaces		16
Respiratory Protection		16
Hearing Conservation		19
Lockout/Tagout Requirements		19
Infectious Materials		20
Bloodborne Pathogens		21
Violence in the Workplace		23
SECTION III – SAFE WORK PRACTICES		
General		25
Hand Injury Prevention		26
Emergency Preparedness		26
Fire Safety		27
Earthquake		27
Motor Vehicle Safety		27
Portable Power-Operated Tools & Equipment		29
Gasoline Powered Snow Sweepers		29
Use of Portable Ladders		30
Back Injuries		30
SECTION IV – APPENDIX		
Acknowledgment of Safety Policy		33
Hazard Report		34
Employee Safety Training Verification		35
Chemical Inventory		36
Employee Incident Report		37
Respirator Medical Evaluation Questionnaire		40
Driver Qualification Policy		48



THE CCS FACILITY SERVICES DIFFERENCE

10.4.6 Celebrating Exceptional Service

Our retention strategy is to recognize, invest, and promote from within. The majority of our frontline supervisors and Account Managers came from the field, so they know what customers value and what staff need to be supported. From *Employee of the Month* to *On The Spot* impromptu recognition, CCS honors our incredible staff on a regular basis – and we love when our clients join us in the celebrations!



CCS Employee of The Month Certificate



CCS On the Spot Recognition Card

WHAT MAKES CCS DIFFERENT

RECOGNIZE
EDUCATE
HERALD
PROMOTE
GROW
INVEST
SERVE
SOLVE
DELIVER



Scan here to watch some of our employees being recognized and sharing what CCS means to them.



10.5 Business License

CITY OF WESTMINSTER		2024 - 2025	
BUSINESS LICENSE TAX CERTIFICATE		TO BE POSTED IN A CONSPICUOUS PLACE AND NOT TRANSFERABLE OR ASSIGNABLE.	
<i>For Services Provided in the City of Westminster, California Only</i>			
Business Name	CCS FACILITY SERVICES – ORANGE COUNTY, INC.	License Number	05133913
Business Location	3001 RED HILL AVE # 200 COSTA MESA, CA 92626-4545	Business Description	JANITORIAL CLEANING
Business Owner(s)	JANET KIEFER	Effective Date	June 01, 2024
		Expiration Date	May 31, 2025
CCS FACILITY SERVICES – ORANGE COUNTY, INC. 990 S BROADWAY STE 200 DENVER, CO 80209-4082			
<small>THIS BUSINESS LICENSE TAX CERTIFICATE CONSTITUTES A RECEIPT FOR THE LICENSE TAX AND APPLICABLE FEES PAID. IT DOES NOT CERTIFY COMPLIANCE WITH REQUIREMENTS OF THE WESTMINSTER MUNICIPAL CODE. IT DOES NOT PERMIT A BUSINESS THAT IS OTHERWISE PROHIBITED BY FEDERAL, STATE, OR LOCAL LAWS.</small>			

CCS FACILITY SERVICES – ORANGE COUNTY, INC. :

Thank you for your payment of your City of Westminster Business License Tax Certificate. **ALL BUSINESS LICENSE TAX CERTIFICATES MUST BE AVAILABLE FOR INSPECTION UPON REQUEST.** If you have questions concerning your Business License Tax Certificate, contact the Business Support Center via email at: westminster@hdlgov.com or by telephone at: 657-622-0222.

Keep this portion for your Business License Tax Certificate separate in case you need a replacement for any lost, stolen, or destroyed certificate. A fee may be charged for a replacement or duplicate certificate.

If you have a fixed place of business within the City of Westminster please display the Business License Tax Certificate above in a conspicuous place at the premises. Otherwise, every Business License Tax Certificate holder not having a fixed place of business in the City shall keep the Business License Tax Certificate upon his or her person, or affixed in plain view any cart, vehicle, van or other movable structure or device at all times if required by the Collector.

Starting January 1, 2021, Assembly Bill 1607 requires the prevention of gender-based discrimination of business establishments. A full notice is available in English or other languages by going to: <https://www.dca.ca.gov/publications/>



BUSINESS SUPPORT CENTER
8839 N CEDAR AVE #212
FRESNO, CA 93720-1832



City of Westminster
BUSINESS LICENSE TAX CERTIFICATE

CCS FACILITY SERVICES – ORANGE COUNTY, INC.
990 S BROADWAY STE 200
DENVER, CO 80209-4082

License Number: 05133913

Date of Issue: 06/01/2024



10.6 Insurance Certificate



CERTIFICATE OF LIABILITY INSURANCE

10/1/2025

DATE (MM/DD/YYYY)

10/18/2024

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER	Lockton Companies, LLC 8110 E Union Avenue Suite 100 Denver CO 80237 (303) 414-6000	CONTACT NAME: PHONE (A/C, No, Ext): FAX (A/C, No): E-MAIL ADDRESS:
INSURED	CCS Facility Services - Orange County Inc. 1345173 3001 Red Hill Avenue, Suite 6-220 Costa Mesa, CA 92626	INSURER(S) AFFORDING COVERAGE INSURER A: Zurich American Insurance Company 16535 INSURER B: XL Specialty Insurance Company 37885 INSURER C: American Guarantee and Liab. Ins. Co. 26247 INSURER D: Travelers Property Casualty Company of America 25674 INSURER E: American Zurich Insurance Company 40142 INSURER F:

COVERAGES

CERTIFICATE NUMBER: 21071880

REVISION NUMBER: XXXXXXXX

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR <input checked="" type="checkbox"/> \$250K SIR Included GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER:	Y	Y	GLO 9984166 02	10/1/2024	10/1/2025	EACH OCCURRENCE \$ 2,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 2,000,000 MED EXP (Any one person) \$ 10,000 PERSONAL & ADV INJURY \$ 2,000,000 GENERAL AGGREGATE \$ 4,000,000 PRODUCTS - COM/PO/ AGG \$ 4,000,000 \$
A	<input checked="" type="checkbox"/> AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> HIRED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> NON-OWNED AUTOS ONLY	Y	Y	BAP 9984167 02	10/1/2024	10/1/2025	COMBINED SINGLE LIMIT (Ea accident) \$ 2,000,000 BODILY INJURY (Per person) \$ XXXXXXXX BODILY INJURY (Per accident) \$ XXXXXXXX PROPERTY DAMAGE (Per accident) \$ XXXXXXXX \$ XXXXXXXX
C	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> EXCESS LIAB <input type="checkbox"/> OCCUR <input checked="" type="checkbox"/> CLAIMS-MADE DED <input checked="" type="checkbox"/> RETENTION \$ \$0	Y	Y	SXS 3320833-02	10/1/2024	10/1/2025	EACH OCCURRENCE \$ 10,000,000 AGGREGATE \$ 10,000,000 \$ XXXXXXXX
A E	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N N	Y N/A	WC 9984164 02 (AOS) WC 9984165 02 (WI Only)	10/1/2024 10/1/2024	10/1/2025 10/1/2025	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTH-ER E.L. EACH ACCIDENT \$ 1,000,000 E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 E.L. DISEASE - POLICY LIMIT \$ 1,000,000
B D	Employee Theft inc Theft Client Prop IM/ConEqp	N	N	ELU199772-24 QT-660-9W029512-TIL-24	10/1/2024 10/1/2024	10/1/2025 10/1/2025	\$1,000,000 Per Occ. Limit \$25,000 Deductible \$100K pr Occ/\$1k Ded.

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)
RE: JANITORIAL SERVICES FOR CITY BUILDINGS. The City, its officers, elected or appointed officials, employees, agents and volunteers are included as Additional Insured as respects General Liability, Auto Liability, and Umbrella Liability if required by written contract. Coverage is Primary and Non-Contributory. Waiver of Subrogation applies in favor of the Additional Insured as respects General Liability, Auto Liability, Umbrella Liability, and Worker's Comp if required by written contract, where permissible by law.

CERTIFICATE HOLDER

CANCELLATION See Attachments

21071880
City of Westminster
Attn: City Clerk
8200 Westminster Blvd.
Westminster, CA 92683

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE

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ACORD 25 (2016/03)

The ACORD name and logo are registered marks of ACORD



10.7 Letter of Surety



October 18, 2024

Re: **CCS Facility Services – Orange County, Inc.**

To Whom it May Concern:

We understand you are considering a relationship with CCS Facility Services – Orange County, Inc. and have requested information concerning the company's surety bond program.

The surety for CCS Facility Services – Orange County, Inc. is RLI Insurance Company. RLI Insurance Company is listed in the Federal Register Circular 570 with Treasury Limits of \$152,014,000, and is rated "A+" by A.M. Best.

RLI Insurance Company has supported bid bonds, as well as performance and payment bonds for CCS Facility Services – Orange County, Inc. in excess of \$1,500,000 for single projects, with an aggregate program of \$2,500,000. Provide that there are no substantial changes in the present conditions, we will continue to favorably consider granting surety credit within those parameters.

Please understand, this letter is not to be construed as an agreement to provide bonds for any particular project, but it is offered as an indication of our past experience and confidence in CCS Facility Services – Orange County, Inc.. Any arrangement to provide final bonds is a matter between RLI Insurance Company and CCS Facility Services – Orange County, Inc. and we assume no liability to third parties if we do not execute said bonds.

We highly recommend CCS Facility Services – Orange County, Inc. to you. They are well managed, financed, and truly capable of meeting your requirements. If you have any questions regarding this letter, do not hesitate to call.

RLI Insurance Company

Kelli E. Housworth

816-679-7616

Attorney-in-Fact

Surety Operations

LOCKTON COMPANIES
8110 East Union Avenue, Suite 700, Denver, CO 80237-2966

303.414.6000
lockton.com



10.8 References



City of Rancho Cucamonga

Andy Miller
Superintendent
Andy.Miller@cityofrc.us
(909) 532.1683



Santa Clara Water District

Zachary Devine
Supervising Administrator
zdevine@valleywater.org
(408) 630.2495



City of Chino

Martin Soto
Facilities Maintenance Supervisor
Martin.soto@cityofchino.org
(909) 536.8769



11.1.1 Pricing

Tuan Pham

Maintenance and Facilities Manager

8200 Westminster
Westminster, CA 92683

SERVICES	COST
City Hall	\$1,415
Police Building	\$9,080
Community Center	\$1,550
Senior Center / Annex	\$1,125
TOTAL	\$13,170

ADDITIONAL SERVICES	COST
Refrigerator cleaning	\$35 per unit each cleaning
Microwave cleaning	\$30 per month each unit
Emptying dishwashers / glass collection	\$20 per hour
Strip and wax hard surface flooring	\$0.55 per sq. ft. / \$250 minimum charge
Scrub and recoat hard surface flooring	\$0.45 per sq. ft. / \$250 minimum charge
Carpet cleaning – hot water extraction	\$0.12 per sq. ft. / \$200 minimum charge

PRICING NOTES

Pricing valid for 60 days.

CONSUMABLE SUPPLIES

If preferred, CCS can purchase and deliver all building consumable supplies (toilet paper, paper towels, hand soap, trash liners and feminine hygiene products) at our cost without an additional handling charge from our paper supply vendor. These supplies will be billed back to you directly from our paper supply vendor's invoice.





Department of Industrial Relations

State of California
Department of Industrial Relations
Division of Labor Standards Enforcement
Licensing & Registration Unit
1515 Clay Street, Ste. 1902
Oakland, CA 94612



Registration Number:
JS-LR-1001000768

Janitorial Services Registration

REGISTRANT WITH EMPLOYEES

Effective Date	Expiration Date
2/21/2024	2/21/2025

CCS Orange County Janitorial Inc
3001 Red Hill Ave
Costa Mesa, CO 92626

Self Insured

Having paid to the Labor Commissioner of the State of California the required Registration Fee is hereby granted a registration to conduct the business of Janitorial Services in the State of California at the location(s) listed above and effective for the period designated above in conformity with the provisions of Chapter 4, Part 4.2, Division 2 of the Labor Code and the rules and regulations issued thereunder by the Labor Commissioner.

THIS REGISTRATION IS NOT TRANSFERABLE AND IS VALID ONLY AT THE REGISTERED OPERATING LOCATION INDICATED ABOVE

POST IN A CONSPICUOUS PLACE

ALTERATIONS WILL VOID THIS REGISTRATION



CIMS Certification



October 6, 2023

CCS Facility Services
Daniel Lowery
1485 S Lipan St.
Denver, Colorado 80223

Dear Daniel:

I am pleased to inform you that CCS Facility Services has successfully passed its Cleaning Industry Management Standard- Green Building assessment and is hereby awarded CIMS-GREEN BUILDING CERTIFICATION WITH HONORS.

Congratulations on this wonderful achievement!

CIMS-GB certification demonstrates that CCS Facility Services has undergone a comprehensive assessment by an independent, accredited CIMS-GB assessor and has successfully demonstrated a commitment to the delivery of environmentally preferable services that are designed to meet customer needs and expectations. By implementing the CIMS-GB principles into the organization's operations where requested CCS Facility Services has established its capability to provide green cleaning services and assist customers in achieving points under the LEED-Existing Buildings: Operations and Maintenance (LEED-EBOM) Green Building Rating System.

As an official CIMS-GB certified organization, you are entitled to display the CIMS-GB logo in accordance with the logo use policy. Copies of the CIMS-GB logo are provided for your convenience.

Your CIMS-GB certification is valid for two years. You may renew your certification upon its expiration by undergoing a further assessment to ensure that your operations continue to meet the CIMS and CIMS-GB requirements.

Once again, congratulations on your achievement, and thank you for choosing ISSA's CIMS program as the Standard by which you wish to benchmark and promote your organization.

Sincerely,

John Barrett
Executive Director: ISSA

3300 Dundee Road, Northbrook, IL 60062 US
800.225.4772 / 847.982.0800 • FX: 847.982.1012 • issa.com





CIMS Certificate



Having undergone a comprehensive assessment of its management structure and green cleaning operations by an independent accredited CIMS-GB Assessor

CCS Facility Services

is hereby certified with honors to the ISSA Cleaning Industry Management Standard Green Building Criteria, Advanced by Global Biorisk Advisory Council

and has successfully demonstrated a commitment to the delivery of environmental preferable services designed to meet customer needs and expectations

This certification expires two years from September 27, 2025

John H. Barrett ISSA Executive Director

Brant Inero Senior Director of Education, Training, Certification & Standards



The CCS Communication Engine

How do we know the job gets done, both day and night?

CCS' robust communication engine has a **role dedicated to job-specific communications in place 24/7** dedicated to communicating facility needs and documenting work ticket status to keep Account Managers up to speed. We call it an "engine" because it has multiple moving parts that ensure the job gets done!

Plus, the nighttime communications manager, **a role unique to CCS**, maintains a nightly Work Ticket Status Report so Account Managers and branch leaders know what occurred overnight – every night.

Across every day of every week, information relative to a customer's scope of work is shared between multiple stakeholders. Our communication engine pictured below funnels data into a human-attended work ticket system, where items are closed out both electronically and via verbal and photographic confirmation – every day of the week. Work items collected throughout the day and night are executed day and night, with verification of task completion communicated back to customers by your Account Managers.

THE CCS COMMUNICATIONS ENGINE AT WORK TO ENSURE WE GET THE JOB DONE FOR YOU





THE CCS FACILITY SERVICES DIFFERENCE

Right People, Right Preparation, Right Place

Hiring is critical and retaining talent even more so.

CCS Facility Services carefully identifies and vets candidates and conducts thorough employment history checks, criminal background and additional checks per the requirements of the contract prior to placing an employee at a facility.

Once on board, the training starts and then it never stops. Our core value of **Continuous Improvement** is reflected in our multi-step staff training program.

**CCS STAFF ARE
ALL EMPLOYED: NO
SUB-CONTRACTORS**

TRAINING, TRAINING & MORE TRAINING



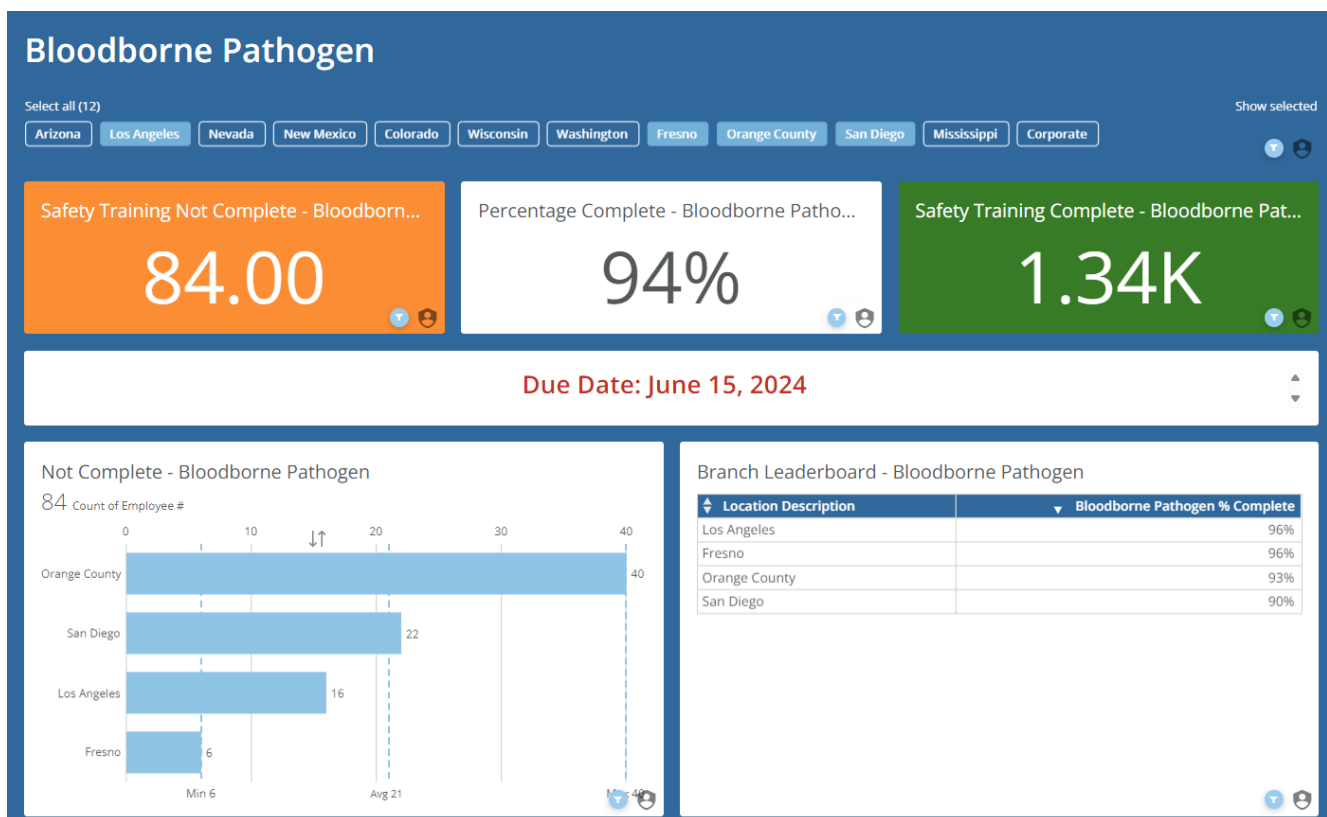


Monitoring Safety Training Delivery and Compliance



Keeping our people safe is a must, and that means ensuring that we deploy topical and regular safety training. With our frontline teams scattered across the nation, mostly working at night, we are reliant on technology and the “ground game” of local managers to ensure that critical safety training is delivered as widely as possible:

- Each month is a new safety topic.
- Employees validate that they’ve been given the training.
- That validation is featured on a DOMO dashboard visible to all managers.
- Information can be drilled down to the branch, job site, or supervisor level.
- We review the Safety Training dashboard on every team and leadership call multiple times each week.
- The regular discussion and data visibility around safety training ensures transparency and accountability.





Delivering Continuous Improvement

Finally, CCS Facility Services delivers ongoing professional development training aimed at **constantly improving** the skills of all workers and ensures that they are exposed to best practices, the latest techniques/equipment, as well as professional development opportunities. We deliver ongoing training through multiple technological and interpersonal methods as well as offer growth opportunities for individuals who want to learn new skills.

Safety training topics include:

- ✓ Asbestos Awareness Training
- ✓ Emergency Preparedness & Safety Issues
- ✓ Hazard Communications Program
- ✓ Ladder Safety / Electrical Safety
- ✓ Proper Chemical and Microfiber Cloth / Mop Usage to Avoid Cross-contamination
- ✓ Safety Data Sheets
- ✓ Slips, Trips, Falls, & Hazards
- ✓ Workplace Violence Awareness



Opportunities for professional development, including pathways into management roles or CCS Engineering, are promoted through the employee portal, by managers, and reinforced with janitorial closet posters:





The CCS Facility Services Support Team for Westminster

We are grateful for CCS' consistency and dedication to our facilities. The overall team has been really approachable and willing to perform their duties with a sense of pride.

CCS-Orange County Customer



CAMERON HALL

Regional Vice President, Western Region

As Regional Vice President, Cameron oversees strategic and operational leadership throughout California and Washington state. She previously served as Vice President of CCS' Orange County/Inland Empire region, driving overarching growth and a passion for incredible service for both customers and employees. Prior to joining CCS in 2013, Cameron spent five years in commercial real estate where she oversaw 750,000-plus square feet of commercial and industrial properties. Cameron earned a Bachelor's degree in Business Administration from Chapman University and earned her JD from Western State College of Law.



SEBASTIAN PEDREIRA

General Manager

Sebastian establishes and maintains effective lines of communications with clients and facilities' personnel to ensure their needs and requirements are being satisfied. Additionally, he conducts quality walks with our customers, takes on special requests, and ensures that all requests and tasks are completed to our customers' satisfaction.



JOSE ALFARO

Senior Account Manager

Jose was promoted to Senior Account Manager in 2023 and had previously served as an Account Manager since 2001. With his problem-solving mindset and customer service expertise, Jose retains accounts and ensures clients are happy and satisfied with the service our team provides.



OMAR ROSALES

Day Service Manager

Omar joined the CCS Facility Services team in 2021 as a utility porter at Edwards Lifesciences. He became a go-to teammate quickly and was promoted to Day Service Manager in early 2022. Omar enjoys being a source of support for his team in order to deliver the best possible service for his customers.



ERICKA MUNOZ

Night Area Manager

Ericka joined CCS Facility Services in early 2023 as a Night Area Manager, a critical role supporting a large team of frontline staff. Ericka takes on every project head-on and enjoys finding solutions for customers and her team.



CCS Facility Services, Orange County Branch

**Providing Janitorial and Facility Engineering Services across the
Greater Orange County and Inland Empire Regions**

Address: 3001 Red Hill Avenue, Bld. #6, Suite 220, Costa Mesa, CA 92626

Janitorial and Flooring Services Offered:

- Carpet Cleaning
- Cleanroom Services
- Construction Cleanup
- Day & Night Janitorial
- Emergency Water Restoration
- Exterior Power Washing
- Hard Floor Maintenance
- Pressure Washing
- Special Event Set Up & Cleaning
- Upholstery Cleaning
- Window Cleaning

Facility Engineering Services Offered:

- Budgeting / Capital Expense Planning
- CMMS Programming and Management
- Construction Project Management
- Energy Benchmarking
- Equipment Records Data
- HVAC Maintenance & Optimization
- Local & Federal Compliance
- Machinery Repair
- Plumbing
- Preventative Maintenance
- Tenant Services
- Utilities End User Management

Local Professional Affiliations





THE CCS FACILITY SERVICES DIFFERENCE

Professionalism in the Workplace

Our team is a reflection of your facility, and we take that very seriously.

Staff are clearly trained on dress code + we will work with clients on specific uniform requests.

Employee Uniforms:

- **Day Staff**
 - ✓ Work shirt with CCS logo
 - ✓ Work pants
 - ✓ Work jacket
- **Night Staff**
 - ✓ Apron/smock with CCS logo
 - ✓ Work pants
- **Appearance Expectations**
 - ✓ Non-slip, closed-toed shoes
 - ✓ Minimal jewelry
 - ✓ Tidy hair and facial hair



Poster Reinforcing
Appearance
Displayed in
Janitorial Closets



Emergency Response Capabilities: The Capacity to Flex

Having the flexibility to respond quickly and effectively is critical in times of emergency. In addition to our trained emergency response technicians, we can flex from our significant team of floaters and other teammates who can be responsive in times of need.

This means we have resources that can be deployed to you whenever needed to service facilities during emergency situations.

In addition, CCS Facility Services has a dedicated team of floor care experts who will help with any emergency clean-up from leaks or other significant events that may arise.

Finally, CCS' Account Managers are available 24/7 for any emergency needs.





Background Checks

CCS Facility Services utilizes GHRR in order to ensure proper screening and vetting of employees. We know the importance of finding the best candidates and how that contributes to our success at customer sites. These background checks include, but are not limited to, social security verification, criminal record checks, drug testing, employment history, and motor vehicle records. The tests required are subject to change and are dependent upon the needs of the customer and the contract requirements.



In addition, CCS Facility Services fully complies with federal law via participation in the I-9 program. We employ a third-party administrator to oversee this work, including electronic processing, to ensure that our I-9s are accurate, complete, and fully compliant with program requirements. This is accompanied by careful candidate interviews, background checks (customized to customer requirements), and reference checks. We are not presently subscribed to the optional federal E-Verify program.

**WE TAKE THE SAFETY OF YOUR
BUILDING VERY SERIOUSLY**





Reporting, Quality Assurance and Key Performance Indicators

CCS' well-developed quality assurance program has been validated multiple times through ISSA's CIMS (Cleaning Industry Management Standard) program.

CIMS' represents a framework for assessing an entire organization, including:

- Quality systems
- Service delivery
- Human resources
- Health, safety, environmental stewardship
- Management commitment

To achieve CIMS, we demonstrated how our hardwired quality assurance protocol includes:

- Creating checklists, such as building inspections or surveys
- Adding response options, such as pass/fail or a rating scale
- Defining quality standards for each item
- Collecting responses through the web or mobile apps
- Seeing results instantly and resolve deficiencies
- Sharing results with employees
- Using reporting tools to analyze trends

To achieve CIMS-GB with honors, the highest distinction, CCS needed to pass with a score greater than 85%.



GB CERTIFIED WITH HONORS

**CCS IS AMONG
THE FEW CLEANING
PROVIDERS
GLOBALLY TO
HOLD CIMS-GB
WITH HONORS
DESIGNATION**



Scan here to learn about CCS' multi-year CIMS-GB certification



Our Role in Facility Safety and Security

A safe facility is a strong facility.

Each facility has safety and security needs specific to the property and it is the responsibility of everyone working within the space to both follow and reinforce safety procedures. We will learn and adhere to your protocols, which complements our custom-developed, extensive safety and security training. This is a critical part of our new employee onboarding and then messaged through ongoing training and communications.

**WE TAKE VERY
SERIOUSLY OUR
RESPONSIBILITY
TO KEEP YOUR
FACILITY SAFE**

CCS Safety in Action:

- In-depth safety training during onboarding
- Daily written and verbal safety messages delivered through CCS employee digital portal
- Janitorial closet posters for site-specific safety
- Employee badges can be worn 100% of the time
- Quality assurance by supervisors
- CCS-specific safety videos accessed through mobile employee portal to reinforce best practices



THE CCS FACILITY SERVICES DIFFERENCE

Dedicated Floor Care Program

Commercial facility flooring experiences tremendous wear and tear, from staff and visitor traffic to delivery equipment and more. Your flooring is one of the first things people encounter when they enter the building, and perception of unclean floors can color tenants' and visitors' impressions of the overall building. Routine floor care will save you money down the line and help reinforce the overall cleanliness of your facility.

Hard floor restoration and carpet care require unique skills, which is why CCS has a dedicated Carpet Cleaning & Floor Care Division headed by an experienced management team with a combined 250 years of experience.

Based on our customers' unique needs, we can provide:

- Carpet cleaning and deep cleaning
- Floor restoration
- Preventative maintenance
- Water restoration

CCS' extensive expertise in the care and maintenance of any type of flooring can meet the needs of any commercial facility: hardwood, tile, laminate, carpet, or vinyl.

After each cleaning, a member of this dedicated CCS team walks the building before the next business day, carefully inspecting the quality and completeness of the carpet cleaning or floor restoration.

Our investment in this program includes certified Carpet Cleaning Technicians through the IICRC.



IICRC
Institute of Inspection Cleaning
and Restoration Certification



**WITH PROPER
PREVENTATIVE
MAINTENANCE,
FACILITIES CAN
DOUBLE THE
LIFESPAN OF
FLOOR & CARPETS**



THE CCS FACILITY SERVICES DIFFERENCE

Sustainability & Green Cleaning

How CCS' Investments in Sustainable Practices Benefit Our Customers:

- "Green Cleaning" prerequisite using CCS' CIMS-GB designation + an additional point on top of that
- Assist you and your team to achieve LEED EB: O&M points and adherence to the LEED process
- Earn LEED-EB credits toward building certification
- Environmentally preferable cleaning practices and products
- Compliance with governmental requirements
- A reduction in building maintenance and repairs
- In-house expertise to provide sustainability consulting: green solutions, guidance in selection of equipment, materials, waste material disposal policies and procedures, and more

**CCS IS AMONG
THE FEW CLEANING
PROVIDERS
GLOBALLY TO
HOLD CIMS-GB
WITH HONORS
DESIGNATION**



[Scan here](#) to learn more
about our commitment to
sustainability





Commitment to Sustainability in Products & Equipment

All CCS Facility Services **cleaning equipment is maintained on a regular basis** as specified by the manufacturer's maintenance recommendations. Equipment is inspected daily, and a log is kept on-site for each piece of equipment, indicating its condition, required maintenance, and service frequencies. Each quarter, a copy of the log for each piece of equipment is turned in and scanned into the company server with a copy sent to building management.

All new equipment will meet **LEED-EB O&M standards** for the benefit of building occupants and our cleaning teams. Powered cleaning equipment in use will **maximize effective reduction of building contaminants** with minimal environmental impact. Equipment lifespan and environmental effectiveness are evaluated regularly. We even have **LEED-AP** and **LEED Green Associates** on staff!

CCS Facility Services' commitment to green products and processes is further reflected in our investments in the following:



Microfiber-based uniforms last **5x** than standard cotton clothing & provide **80%** reduction on new clothing demands



Microfiber mops use **20x less** water than regular mops



Our CRI Green Label vacuums effectively pick up dirt and contain it all within the vacuum **instead of redistributing into the air**

CCS IS AMONG THE FEW CLEANING PROVIDERS GLOBALLY TO HOLD CIMS-GB WITH HONORS DESIGNATION



Scan here to learn more about our commitment to sustainability



Emergency Response Capabilities: Dedicated Experts

In the event of water leaks and flooding, CCS Facility Services' dedicated team of carpet and flooring professionals is well equipped to efficiently and quickly address the problem. **With access as a contractor to properties we serve, we are often aware of – and responding to – the problem before anyone else.**

Our emergency response services and equipment include:

- Restorative standalone carpet cleaning
- Truck-mounted hot water extraction
- Portable hot water extraction unit
- Emergency response extraction and clean up
- Power washing equipment
- Hot water pressure washer

Drying equipment includes:

- Fans
- Air movers
- Air scrubbers
- Ozone machines
- Wall drying procedures/equipment
- Dehumidifiers



**TYPICAL RESPONSE TIME IS UNDER 1 HOUR,
AVAILABLE ON A 24/7 BASIS**



Seamless Transitions

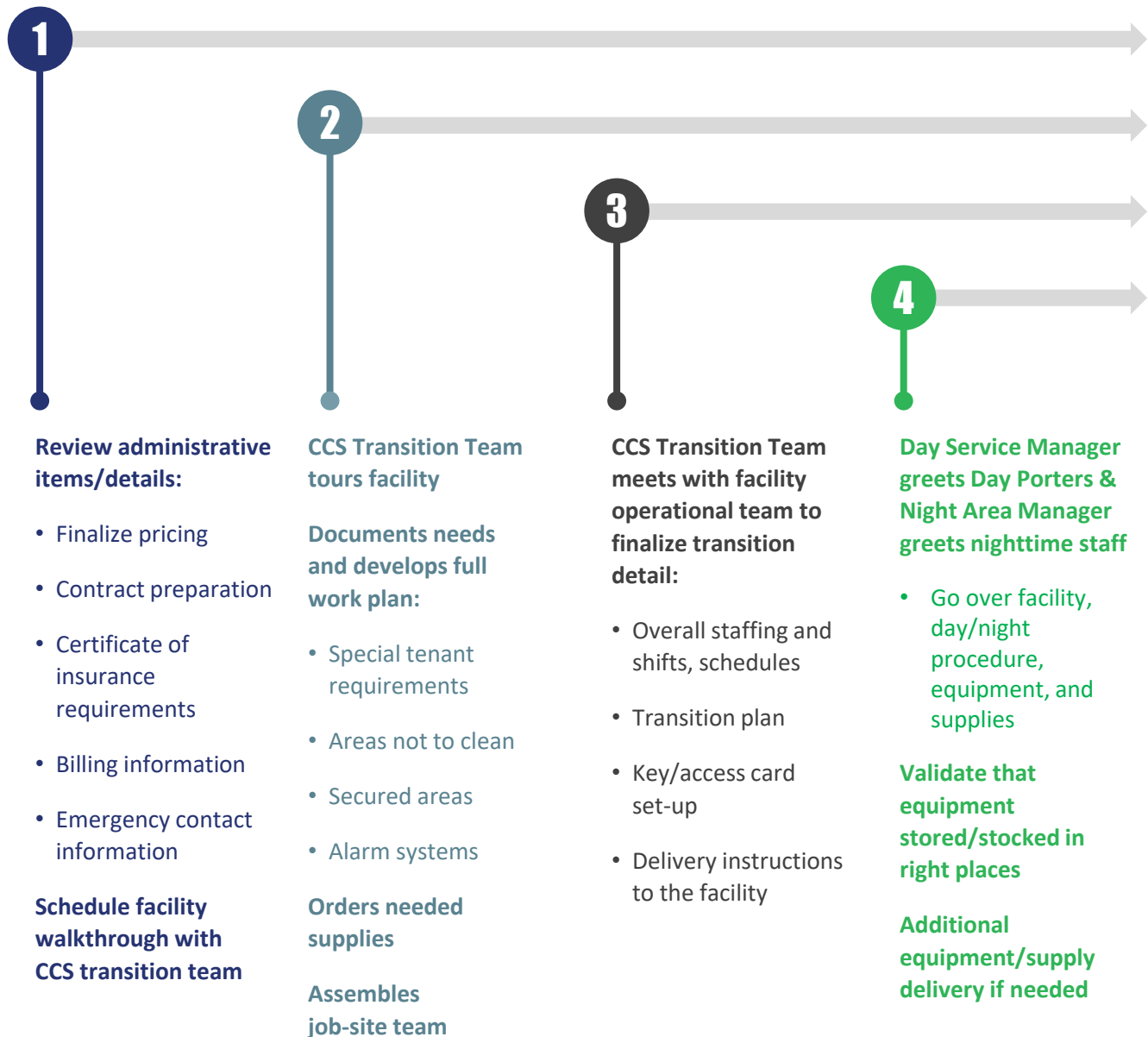


Making the Transition

Changing contractors can be hard but CCS Facility Services makes it easy on you. We commit the time, effort and resources needed to understand your needs and orchestrate a seamless transition.

We prepare for the worst to accomplish the best: always planning for the possibility of incumbent employees leaving – always assigning additional supervision to offset unfamiliarity – always positioning reserve staff to address the unexpected. This is driven by our commitment to service and made possible by our unique depth of local resources.

**DEDICATED
TRANSITION
TEAM**



Inclusive Pricing in Janitorial Scope



EQUIPMENT



REPORTING



TRAINING



**CCS
EQUIPMENT
MAINTENANCE**



STAFF



**WORK ORDER
SYSTEMS**



SUPERVISORS



**SUPPLIES
& CHEMICALS**



**SAFETY
EDUCATION**





CCS Facility Services: A Company Built to Serve

Guided by a Service Heart

We never forget where we came from. More than 30 years ago, a small team of service-driven individuals believed they could bring a new level of professionalism and quality to commercial janitorial service. Today, CCS is an integrated facility services company with thousands of cleaning and building engineering professionals across the country.

CCS FACILITY SERVICES' MISSION

TO BE THE BEST

facility services provider

TO COMPLETELY EXCEED

our customers' expectations

TO PROVIDE EXCELLENCE

in customer service at a fair price

TO DEVELOP AND SUSTAIN

controlled growth of our company

TO ALWAYS REMEMBER

our humble beginnings and care for our people





Corporate Citizenship the CCS Way

What does it mean to be a good corporate citizen?

At CCS Facility Services, that means many things. Unified under our core values, we strive to demonstrate our corporate citizenship to thousands of clients and employees across the country. Therefore, CCS is committed to meaningful and measurable excellence as a corporate citizen through a strategy of **Environmental, Social, and Governance (ESG)** initiatives.

Our program is grounded in our ESG Commitment statement: **We act responsibly toward our teammates, our clients, our communities, and our planet through trustworthy and transparent actions.**

We believe that by measuring critical **environmental, social, and governance levers**, we will enhance all aspects of our business, which will allow us to best take care of all of our constituents in the future.



CCS

FACILITY SERVICES

Committed Corporate Citizen

ENVIRONMENTAL • SOCIAL • GOVERNANCE



ccsbts.com/corporatecitizenship





CCS